**Information Services Board (ISB) Meeting Minutes**
Department of Information Services Board Room, The Forum Building
Olympia, Washington
September 3, 1998

***Members Present:***
Joe Dear
Charles Baum
Emilio Cantu
Jim Coolican
Tom Fitzsimmons
Jaysari Guha
Steve Kolodney
Ed Lazowska
Mary McQueen
Marsha Tadano Long
Cathy Wolfe

***Others Present:***
Paul Taylor

***Members Absent:***
William Finkbeiner

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| **Call to Order** | Mr. Dear, ISB Chair, called the meeting to order. |
| **Roll Call** | Sufficient members were present to allow a quorum. |
| **Approval of Minutes** | The minutes from the January 21,1998, and July 7, 1998, ISB meeting were approved. |
| **DSHS Contract Extension** | Mr. Rich Martin, Senior Technology Management Consultant, Department of Information Services (DIS), introduced Mr. Charles Reed, Deputy Secretary, Department of Social and Health Services (DSHS) and Christy Rideout, Director of the Automated Client Eligibility System (ACES) to request a contract extension.  They requested that IBM Global Services continue application and maintenance support to July 2001, followed by two optional one year extensions to July 2003.  The extensions would continue at the current rate of $11 million per year, half of which is funded by the federal government. |
| | ACES is a mainframe-based Family Assistance Management Information System that establishes eligibility for programs such as food stamps and Medicaid.  It is a large system, connecting 80 offices. It has over two million lines of COBOL source code and 900 programs.  There are 1.8 million on-line transactions per day with over 900 thousand clients |

and eight thousand users.  It interfaces with federal and other state agency databases.

DSHS considered three options with regard to the contract for ACES:  1) conduct a competitive procurement; 2) transition ACES maintenance from vendor to state staff; and 3) temporarily extend the current contract and evaluate the maintenance options at a later date.

Considerable efforts have been applied to ensure ACES is Year 2000 compliant and enhanced to meet requirements for electronic funds transfer and other welfare and regulatory reform requirements.  The risks identified with the first two options included:  shortage of state staff with skills (COBOL) to maintain the system; procurement and transition activities could have negative impact for ongoing operations of ACES; higher costs for trained personnel because of the Year 2000 efforts; and a significant learning curve to operate such a complex system.

Mr. Reed recommended DSHS extend the existing contract through July 2001, with two additional one-year options.  The rate would remain fixed for the first two years with an increase of five percent over the optional two years.

A motion was made and seconded to authorize the extension of the ACES maintenance contract until July 1, 2001, with two optional one-year extensions. The motion carried unanimously.  In addition, DSHS will present a feasibility study on the transition for the ACES system to state control before July 1, 2001. And further, DSHS will obtain approval from the Board prior to extension of the contract beyond July 1, 2001.

**WSP Proposal to Replace AFIS**

Ms. Lourdes Collins, Senior Technology Management Consultant, DIS, introduced Chief Annette Sandberg, Washington State Patrol (WSP) who presented to the Board the proposal to upgrade the Automated Fingerprint Identification System (AFIS).

The current system, which runs on a NEC computer at the WSP data center, is not year 2000 compatible. The WSP conducted a feasibility study that identified several upgrade options, as well as the option to join the Western Identification Network (WIN) AFIS consortium.

Chief Sandberg said that in July 1998, the preferred

option was to join WIN. However, in response to policy issues raised by the ISB, the WSP evaluated the option of conducting an upgrade and housing AFIS at DIS.

WSP asked the SEARCH Group, a consortium of criminal justice information services professionals, to evaluate all the options. SEARCH recommended that WSP evaluate acquiring the same technology used by WIN, the NEC AFIS 21 system.

As a result of the evaluation, Chief Sandberg said that the preferred option is now to conduct an upgrade and house it at DIS. This option provides the same technology as WIN, and most importantly, it maintains control of the system at Washington State. The option is approximately the same cost as the WIN option. Maintaining the AFIS system in state will also provide the capability to interface with the Justice Information Network and will result in faster response time to fingerprint checks.

Chief Sandberg said the Washington Association of Sheriffs and Police Chiefs supports this option as it maintains the interoperability with locals and with other states.

Mr. Lazowska asked if the new AFIS would be compatible with the Federal Bureau of Investigations (FBI) system. Chief Sandberg confirmed that it would comply with the national standards currently being adopted. Chief Sandberg said WSP will maintain the current WIN interface which provides fingerprint checks to other states' databases. Mr. Lazowska asked if the system had the appropriate security. Chief Sandberg confirmed that it does.

Mr. Kolodney said the proposal gives the WSP better control of the system and state data than under the WIN proposal, and provides the capability for future interfacing with local police departments' fingerprinting Live Scan technology.

Chief Sandberg said there is not sufficient time to issue a Request for Proposal and to consider vendors with dissimilar systems. WSP is requesting approval to sole source due to the NEC installed based and the year 2000 time constraint.

Chair Dear said the ISB received letters regarding this acquisition from Earling Mork, president of the

Economic Development Board for Tacoma and Pierce County, from Brian Eversole, Mayor of Tacoma, and from the King County Sheriff. The Chair asked for public comment. Mr. Mork asked the Board to consider opening the acquisition to local vendors.

Mr. Lazowska wanted the record to show that the regional compatibility issues very strongly favor the sole source acquisition with NEC. Mr. Kolodney added that when there are standards in place and vendors can demonstrate compatibility, the state will be in a better position to consider competitive procurement.

A motion was made and seconded to upgrade the current NEC AFIS and house it at DIS. The motion carried unanimously.

**Department of Corrections Feasibility Study**

Mr. Rich Martin, Senior Technology Management Consultant, DIS, introduced Secretary Joe Lehman, Department of Corrections (DOC), who requested approval of its feasibility study recommendation to replace the Offender-Based Tracking System (OBTS). Secretary Lehman explained how the current system fails to adequately support the Department's business requirements. The new system will solve the current deficiencies and automate many manually intensive activities.

The total life-cycle development cost for the four-phase project is estimated at $28 million. The first phase, for the 1999-01 Biennium, requires funding of $7.5 million. Productivity benefits will begin to accrue at the completion of Phase One and will increase with the completion of each phase. When the system is completed in 2009, the total productivity gain will be approximately $8 million annually.

A motion was made and seconded to approve the feasibility study recommendation for DOC to request $7.5 million for implementing Phase One in the 1999-01 Biennium. The motion carried unanimously.

**Department of Labor and Industries Presentation**

Ms. Lourdes Collins, Senior Technology Management Consultant, DIS, introduced Mr. Gary Moore, Director of the Department of Labor and Industries (L&I), and Shelagh Taylor, L&I Information Services Manager. Ms. Collins said L&I's presentation illustrated the priorities of portfolio management in two ways; L&I is planning on a phased development and implementation strategy, and early ISB engagement

on these projects allow the Board to provide recommendations in advance of the budget and legislative processes.

Mr. Moore presented two feasibility studies that propose solutions to improve the claims service delivery and the contractor registration service.  The claims service delivery study identified several enhancements to the call center, claims profiling and triage, structured claims management, and early reporting functions.  Recommendations include enhancing the interactive voice response system, as well as enhancing the L&I legacy system, LINIIS, to provide profiles/histories of claims, flag claims that require immediate attention, and direct output directly to the L&I imaging system.

The contractor registration study assessed the current environment and prioritized key requirements such as streamlining the databases, integrating stand-alone functions, and improving user interfaces.  Both projects directly support L&I's mission to provide medical and financial benefits to injured workers and victims of violent crimes, promote workplace safety and health, protect consumers from unsound building practices, ensure legal employment practices, and assist in the development of a skilled and diverse work force.

Mr. Moore said other technology initiatives for L&I include requests for staff and computer resources to provide additional services via the Internet, replace older computers by initiating an on-going lease/replace cycle, and perform needed upgrades to the imaging equipment and to the agency's network infrastructure.

Mr. Kolodney commended Mr. Moore and Ms. Taylor on their leadership to take advantage of electronic commerce and the Internet.

The ISB approved L&I's planned approach.

**Department of Health Acquisition Plan**

Mr. Andy Marcelia, Senior Technology Management Consultant, DIS, introduced Kris Van Gorkum, Acting Deputy Secretary, Department of Health (DOH).  Ms. Van Gorkum, along with Scott Koura, Project Manager, DOH, presented their Licensing and Enforcement Automation Program (LEAP) acquisition proposal to replace the health practitioners licensing system by acquiring the licensing 2000 software

package from System Automation Corporation (SAC). The acquisition cost is $1.6 million dollars and exceeds the department's delegated authority.

Mr. Koura stated that DOH ran an open, competitive Request for Proposal (RFP) and received one valid proposal from SAC. DOH received 6 letters of intent and 2 proposals, one from CSDC in Canada and SAC. CSDC is a privately held company that would not disclose financial information, therefore, it was disqualified. DOH contacted the vendors who did not follow through on their letters of intent. Those vendors stated they did not have an existing system, which was a requirement of the RFP. SAC was determined the apparent successful vendor after its proposal was evaluated.

After discussion by the Board and DOH, it was determined that the following concerns needed to be addressed: lack of ownership or license to the source code under the proposed acquisition; having means in the contract to obtain access to the source code; determining whether licenses to other underlying software are included in the cost (i.e. Oracle, Solaris, Powerbuilder); SAC financial resources and its ability to support the product for the long term; the state retaining rights or receiving value for DOH's intellectual property represented by their modifications to the package; and ensuring that business processes and requirements are driving the system requirements and not vice versa.

The Board directed DOH to research the concerns listed above and come before an ISB sub-committee in late October or early November 1998, to again ask for approval.

**Portfolio-based IT Management and Oversight**

Mr. Paul Taylor, Acting Deputy Director, DIS, provided a brief overview on the status of the portfolio-based Information Technology (IT) model. The portfolio model is intended to tie agency missions and IT investments to business requirements.

Mr. Taylor reported that the first pilot program with the Department of Natural Resources (DNR) had been completed and as a result, DNR had identified business value for the IT organization, business managers, and executive decision makers within the organization.

Mr. Taylor asked the Board for its approval of the

document titled Responsibilities and Obligations for Quality Assurance.  The document is the work product of a half-day summit that DIS held for agency IT managers, Customer Advisory Board members, legislative staff, and representatives from the vendor community who have provided external quality assurance on large technology projects in the past.  The resulting document provides guidelines about the purpose, reporting, working relationships, compensation, and responsibilities for providing quality assurance for large IT projects.  Using these guidelines as a foundation will help provide the quality assurance reporting required by the Board, Legislature, staff, and others who are interested in tracking IT projects.

A motion was made and seconded to approve the Responsibilities and Obligations for Quality Assurance document.  The motion carried unanimously.

**Remaining Agenda Items**      None.

**New Business**      None.

**Adjournment**      The meeting was adjourned.